



Quality Connection

Promoting and improving patient safety and health service quality across Alberta



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HQCA Named
One of Alberta's
Top Employers -
2018

Register for Canada's First TeamSTEPPS Master Trainer Program - May 8/9, Calgary

TeamSTEPPS® - Team Strategies and Tools to Enhance Performance and Patient Safety - improves safety and transforms culture in healthcare through better teamwork, communication, leadership, situational awareness, and mutual support. Learn how to nurture a high-functioning team and become part of a provincial community of TeamSTEPPS® practitioners to share resources.

Register [here](#) by May 4, 2018

"I'm Still Me: The Lived Experiences of Residents in Designated Supportive Living" Report

Released this month, the purpose of this new report was to give a voice to the individuals who live in designated supportive living care and depend on our healthcare system each day, and to learn what's working well and

The HQCA is proud to be recognized again as one of Alberta's Top Employers awarded to select employers leading their industries in offering exceptional places to work.

Read more about the reasons we were selected [here](#).

Q3 Update

FOCUS on Emergency Departments is Alberta's go-to resource for reliable information about what patients experience in our province's 16 busiest emergency departments. View the updated data for October, November and December 2017 at focus.hqca.ca

Upcoming Home Care Survey

The HQCA in partnership

where improvements can be made.

One of the biggest insights from the report was that the most positive experiences in designated supportive living were created when residents felt their personal interests, lifestyles, and expectations were preserved. Learn how the "I'm Still Me" report is shaped by this insight, and what key elements help create these environments.

Andrew Neuner, HQCA CEO Honoured with 2018 CCHL Mentorship Award



We are excited to announce that our very own, Andrew Neuner, CEO has been selected to receive the **2018 Canadian College of Health Leaders (CCHL) Mentorship Award**.

The [CCHL's National Awards](#)

[Program](#) celebrates the success of exemplary individuals and teams, encouraging knowledge exchange, and celebrating excellence and leading practices across the health industry.

The Mentorship Award is presented to a leader in the healthcare system who demonstrates exemplary, sustained commitment to mentoring, and inspiring healthcare leadership. Congratulations to Andrew on this impressive and well-deserved achievement!

Patient Safety & Quality Management Course Participant Presentation Day

with Alberta Health Services will begin surveying clients this summer on the quality of home care services in Alberta. The survey focuses on clients over the age of 65 who receive long term and maintenance home care services. The information collected will be used to help improve services and the results will be publicly available on the HQCA's website later in 2019. Stay tuned!

Earlier this month, the W21C Research and Innovation Centre and the HQCA hosted the 2018 Certificate Course in Patient Safety & Quality Management Presentation Day.

View the special keynote address from Gordon Smith, titled "Aircraft Carriers, Nuclear Power & Healthcare. What do they have in common? Not enough! (Unfortunately.) Getting to High Reliability in Healthcare." Watch our website over the coming weeks to access a video recording of the presentation.

More information on the course can be found [here](#).

New faces

Dr. Ubaka Ogbogu, HQCA Board



The HQCA welcomed Ubaka to the board in February 2018. Ubaka is currently an Assistant Professor in the Faculties of Law and Pharmacy & Pharmaceutical Sciences, and is the Katz Research Fellow in Health Law and Science Policy at the University of Alberta.

Ubaka brings a diverse background in health governance and policy development. He holds undergraduate and graduate degrees in law from the Universities of Benin (Nigeria), Alberta, and Toronto. He completed his doctoral work on the legal history of vaccination policies in Canada in the Faculty of Law at the University of Toronto and is the recipient of the 2015 Confederation of Alberta Faculty Associations Distinguished Academic Early Career Award

and a member of the University of Alberta's prestigious Health Law Institute.



Jennifer Badock, Administrative Assistant, Health System Improvement

Jennifer joined the HQCA in January, bringing a wealth of administration experience. She has supported teams and executive leaders in the energy and financial sectors to deliver organizational solutions to establish, maintain and enhance client relationships. Jennifer has extensive experience in many administrative roles including information technology, meeting and records management, and project coordination.

www.hqca.ca

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